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INSIDE OCS

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Office Communications Systems Program

The Future presents a problems and opportunities relating to office productivity of a vital sector of government industry, and international and the urgent and common of industry, labour. The Office Communications Program represents a program aimed at solving these issues by seizing the opportunity to provide a framework for Canadians in the technology industry to exploit their export potential.



The Government of Canada attaches great importance to this program. Now that the partnership of industry and government has been established through field trials, the action is beginning. I am confident that this newsletter will keep us all in touch with new developments in this fast-paced field of technology.

Hon. Francis Fox,
Minister of Communications

ICING

Issue I, Number 1, of a newsletter about the activities of the Office Communications Systems Program.

It is published by the Office of Communications to keep interested parties in the Office of Communications Systems Program up to date on:

- developments in planning and implementation of the OCS program
- announcements from government and industry developments related to OCS
- progress of field trials
- new publications and products

The newsletter is available on request, from:

Information Services
Department of Communications
300 Slater St., 19th floor
Journal Tower North, Ottawa,
K1A 0C8.

Contributions, suggestions and comments will be welcomed by the editor.

STONE ICEMENT

In 1982, Communications Minister Francis Fox, Herb Gray, former Minister of Trade and Commerce/International Expansion and Development, announced that \$12 million over the next three years would be used for field trial testing of Office Communications Systems technology. Described as the seriously mounting office equipment and services revolution, the government's objective is to increase the industry's share of the office equipment markets. The program is intended to significantly increase the productivity of Canadian

business targets in a fiercely competitive market where many nations are vying for large grants of funds to support their national

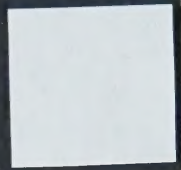
industries. The Canadian strategy of carrying out field trials within government has many potential benefits. Government offers what is by far the largest office environment in Canada. It provides the opportunity for trials and later development over widely dispersed regions. With their great varieties of work and skills, government offices provide a unique social laboratory for evaluation of the human impact of the new technology. In the Office of the Future this could be the most complex, but most important issue.

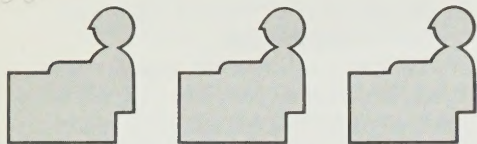
The June announcement represented Phase II of a program which the government approved in late 1980. Plans for this new phase of field trials were made in Phase I, during which \$1.5 million was spent to carry out a variety of industrial, behavioural and systems research studies and limited field trials in federal departments. These small trials provided invaluable experience for the larger and more comprehensive Phase II field trials.

THE COMMITTEES

An important step was taken in 1981 with the establishment of advisory committees. Under the chairmanship of Dr. Carl Beigie, the Industry Consultative Committee recruited members from companies and industrial associations interested in electronic office technology. Later, a Users' Group Committee was created, chaired by Dr. Peter Meyboom, Deputy Secretary of the Administrative Policy Branch of the Treasury Board. Its members are senior officials of federal departments interested in improved office systems. By late 1981, this committee had become a forum where vendors could discuss their proposals for field trials with potential user departments.

Joint meetings of the two committees are held once a year for direct exchange of ideas. Each is supported by sub-committees focussing on areas such as office productivity, technology, social and labour concerns, standards and software.





INSIDE OCS

3

Office Communications Systems Program

The Office of the Future presents a challenge born of problems and opportunities. Problems relating to office productivity, the health of a vital sector of our manufacturing industry, and international trade, demand the urgent and co-operative attention of industry, labour and government. The Office Communications Systems program represents a bold new thrust aimed at solving these problems and seizing the opportunity to create new employment for Canadians in an exciting high technology industry with significant export potential.



The Government of Canada attaches great importance to this program. Now that the partnership of industry and government has been established through field trials, the action is beginning. I am confident that this newsletter will keep us all in touch with new developments in this fast-paced field of technology.

Hon. Francis Fox,
Minister of Communications

INTRODUCING

This is Volume I, Number I, of a quarterly newsletter about the activities of the Office Communications Systems (OCS) program.

This newsletter is published by the Department of Communications to keep those who are interested in the Office of the Future up to date on:

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A MILESTONE ANNOUNCEMENT

On June 8, 1982, Communications Minister Francis Fox; Herb Gray, former Minister Industry, Trade and Commerce/Regional Industrial Expansion and Judy Erola, Minister Responsible for the Status of Women, announced that \$12 million will be spent over the next three years to support field trial testing of Office of the Future technology. Described as a response to the seriously mounting trade deficit in office equipment and services, the program's objective is to increase Canadian industry's share of the advanced electronic office markets. The program is also intended to significantly increase the productivity of Canadian offices.

These are bold targets in a fiercely competitive field where many nations have already made large grants of public funds to support their national

industries. The Canadian strategy of carrying out field trials within government has many potential benefits. Government offers what is by far the largest office environment in Canada. It provides the opportunity for trials and later development over widely dispersed regions. With their great varieties of work and skills, government offices provide a unique social laboratory for evaluation of the human impact of the new technology. In the Office of the Future this could be the most complex, but most important issue.

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Joint meetings of the two committees are held once a year for direct exchange of ideas. Each is supported by sub-committees focussing on areas such as office productivity, technology, social and labour concerns, standards and software.

The government is also creating a national committee for the study of Information Technology in the Human Context under the chairmanship of Dr. Ann Cameron of the University of New Brunswick. This committee will expand on the social and behavioural studies begun in Phase I.

THE FEDERAL PROVINCIAL MEETING

An important meeting took place on October 4 and 5 when representatives of the federal and provincial governments met in the National Capital Region to discuss programs and developments related to the electronic office. This meeting resulted from a recent Federal/Provincial Conference of Ministers of Communications.

The two levels of government discussed with one another and with industry their views of past and present programs, recent developments in the industry and ideas for the future.

On the first day, presentations were given on the OCS program and on provincial interests, activities and projects. The second day began with the introduction of members of the Industry Consultative Committee and focussed on exchanges between industry and government.

A striking feature of the meeting was the absence of jurisdictional differences which characterize many intergovernmental conferences. The sense of urgency in facing the problems of office communications was expressed unanimously. While differing viewpoints enlivened discussions, none pertained to federal/provincial relations. During the meetings with industry, the following issues were discussed:

- the urgent need for national standards to support a domestic market and make international sales possible.
- the potential dilemma, during periods of high unemployment, between increased productivity on the one hand and job displacement on the other.
- the need for maintenance support for office communications systems, especially in remote regions.

MEMORANDA OF UNDERSTANDING AND CONTRACTS

Four industrial vendor organizations submitted proposals to potential user departments. After matching the interests of the users and the vendors,

<i>Industry group</i>	<i>Host Department</i>
Bell-Northern Research <i>Subcontractors</i> Bell Canada Northern Telecom TransCanada Telephone Systems (TCTS)	Revenue Canada, Customs and Excise,
Systemhouse <i>Subcontractors</i> AES Data, Norpak, Canstar, Mitel, Carleton University	National Defence
OCRA <i>Members of the OCRA Consortium</i> Nabu, Gandalf, CNCP Telecommunications Cable Telecommunications Research Institute (CTRI) Cable Companies	Environment Canada
Officesmiths	Energy, Mines and Resources Canada

- the consequences of disorderly growth in office communications systems and the long term effects of mounting sales of incompatible equipment for office use.
- the extent to which buyers (notably government and utilities) can justify paying a premium for Canadian products.
- the historic role of government in supporting fledgling Canadian industries which face strong foreign competition.
- the need to persuade users to try unfamiliar Canadian equipment.
- the importance of producing user-friendly technology.
- the need to educate users quickly in view of the short shelf life of technology.
- methods to persuade investors to take risks when the economic climate is pessimistic.

memoranda of agreement for the implementation of the field trials were signed in mid-summer:

Contracts between the vendors and host departments have been signed for all four trials. The first progress report on the field trials will appear in the next issue of this newsletter.

The meeting wrap-up, entitled, "Shall we Dance", was given by Jim Feeley, Director General, Informatics Applications Management, of the Department of Communications. The answer appeared to be a unanimous "Yes".

NEW PUBLICATIONS

Office Communications Systems and Services (100 pages, Cat.No.C022-37/1982E)

A paper entitled "Federal Provincial Meeting October 4-5, 1982", presented by André Dubois, contains valuable background material on office automation, much of it in graphic form. (42 pages.)

These publications are available from DOC.

Canada



Government of Canada
Department of Communications

Gouvernement du Canada
Ministère des Communications

Afin de favoriser l'échange des idées, des réunions conjointes des deux comités ont lieu une fois l'an. En outre, chaque comité est secondé par des sous-comités qui se penchent sur des questions telles que la productivité des bureaux, la technique, les intérêts de la société et des travailleurs, les normes et le logiciel.

Le gouvernement entend également créer un comité national chargé d'étudier les techniques d'information dans le contexte humain. Présidé par Mme Ann Cameron de l'université du Nouveau-Brunswick, ce comité poursuivra les études sur la société et le comportement entreprises au cours de la première étape.

RÉUNION FÉDÉRALE-PROVINCIALE

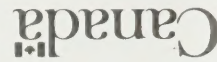
Les 4 et 5 octobre derniers, des représentants des gouvernements fédéral et provinciaux se sont réunis dans la région de la Capitale nationale. Lors de cette rencontre, qui faisait suite à une récente conférence fédérale-provinciale des ministres des Communications, les participants ont discuté des programmes et des nouveautés dans le milieu de la bureaucratie.

Les deux paliers de gouvernement ont échangé ensemble et avec l'industrie tout de programmes passés et actuels, des programmes de développement dans l'industrie et des nouvelles orientations à prendre.

Des exposés sur le Programme de la bureaucratie et sur les intérêts, activités et projets des provinces ont meublé la première journée. La deuxième a débuté par la présentation des membres du Comité consultatif de l'industrie, et les discussions ont porté sur les échanges entre l'industrie et le gouvernement.

Aucun conflit en matière de compétence ne s'est manifesté, contrairement à ce qui se passe parfois lors de conférences intergouvernementales. Tous les participants ont reconnu l'urgence des problèmes que pose la bureaucratie. Certes, des divergences d'opinion ont animé les discussions, mais elles n'avaient jamais trait aux relations fédérales-provinciales.

Au cours de la réunion avec l'industrie, les questions suivantes ont été abordées:



PROTOCOLE D'ENTENTE ET CONTRATS

Quatre entreprises ont soumis des propositions à des ministères clients éventuels. Après avoir assorti les intérêts des utilisateurs et des vendeurs, un

Groupe industriel		Ministère client	
Recherches Bell-Northern		Revenu Canada, Douanes et Accise	
Sous-entrepreneurs		Bell Canada	
Sous-entrepreneurs		Northern Télécom	
Systemhouse		Northern Télécom	
Sous-entrepreneurs		Réseau téléphonique	
Défense nationale		Sous-entrepreneurs	
AES Data, Norpak, Canstar, Mitel,		Université Carleton	
OCRA		Membres du consortium OCRA	
Nabu, Gandalf		Télécommunications CN-CP	
Institut de recherche en télécommunications par câble		Télédistributeurs	
Environnement Canada		Energie, Mines et Ressources Canada	

- l'importance de produire des techniques faciles à utiliser;
 - la nécessité d'enseigner rapidement les techniques aux utilisateurs avant qu'elles ne soient dépassées;
 - les moyens de persuader les investisseurs de prendre des risques malgré la conjoncture économique.
- Le mot de la fin, « Shall We Dance » (Voulez-vous danser ?), a été donné par M. Jim Feeley, directeur général de la Gestion des applications de l'information du ministère des Communications. La réponse a semblé être un « oui » unanime.

NOUVELLES PUBLICATIONS

«Systèmes et services de bureau» (100 pages, n° de cat. C022-37/1982F) « Réunion fédérale-provinciale, les 4 et 5 octobre 1982 »; le document pré-senté par M. André Dubois comprend de l'information sur la bureaucratie, en grande partie sous forme de graphiques (42 pages).

On peut se procurer des exemplaires de ces documents en s'adressant au ministère des Communications.

LA BUREAUTIQUE...

Programme de la bureautique

prometteuse tant à l'échelle du pays que sur les marchés d'exportation. Le gouvernement du Canada accorde une importance considérable à ce programme. Maintenant que l'industrie et l'Etat se sont mis à collaborer à des projets pilotes, les résultats ne devraient pas tarder à se manifester. Je suis convaincu que ce nouveau bulletin permettra à tous les intéressés de suivre de près l'évolution rapide de cette technologie.

Francis Fox
Ministre des Communications



- la planification et la mise en œuvre du Programme de la bureautique;
- les activités du gouvernement et de l'industrie dans le domaine de la bureautique;
- l'état des projets pilotes;
- les nouvelles publications et les nouveaux produits.

Pour obtenir des exemplaires du bulletin, s'adresser à la: Direction générale de l'information Ministère des Communications 300, rue Slater, 19^e étage Immeuble Journal nord Ottawa (Ontario) K1A 0G8. Les lecteurs sont également invités à nous offrir leur collaboration, leurs suggestions et leurs observations.

Le bureau de l'avenir présente un défi découlant autant des problèmes qu'il pose que des possibilités qu'il offre. La productivité dans nos bureaux, l'avenir des fabricants de matériel de bureau électronique et l'accessibilité des marchés internationaux exigent une attention immédiate et concertée de la part de l'industrie, des travailleurs et du gouvernement. Le Programme de la bureautique est une initiative qui devrait fournir l'occasion d'aborder ces questions tout en créant de nouveaux emplois pour les Canadiens dans l'industrie de la haute technologie, une industrie

INTRODUCTION

Ce bulletin est le premier numéro d'une nouvelle publication trimestrielle qui portera sur les activités du Programme de la bureautique. Publié par le ministère des Communications, il a pour objet de renseigner les personnes qui s'intéressent au bureau de l'avenir et traitera les domaines suivants:

UNE ANNONCE NOTABLE


Le 8 juin 1982, le ministre des Communications, M. Francis Fox, l'ancien ministre de l'Industrie et du Commerce/Expansion économique régionale, M. Herb Gray, et le ministre responsable de la Condition féminine, Judy Erola, ont annoncé qu'une somme de 12 millions de dollars serait consacrée, au cours des trois prochaines années, à des projets pilotes qui mettront au point les techniques du bureau de l'avenir. Conçu pour parer au déficit croissant du matériel et des services de bureau, le programme vise à augmenter la part de l'industrie canadienne sur les marchés de l'électronique avancée de bureau et à accroître la productivité dans les bureaux du Canada. Ce sont des objectifs audacieux que nous devons tenter de réaliser dans un milieu extrêmement compétitif. Un grand nombre de pays ont déjà puisé largement dans leurs deniers publics pour venir en aide à leurs industries nationales.

La stratégie canadienne, qui consiste à mener des projets pilotes au sein du secteur public, offre plusieurs avantages. En effet, le secteur public est de loin le milieu qui rassemble le plus grand nombre de bureaux et il sera possible de mettre à l'essai et de perfectionner des systèmes dans des régions très dispersées du Canada. Par ailleurs, à cause de la gamme étendue des travaux et des compétences qu'ils réunissent, les bureaux du secteur public représentent un laboratoire social unique qui facilitera l'évaluation des répercussions des nouvelles techniques sur l'homme. Dans le bureau de l'avenir, cet aspect pourrait être à la fois le plus complexe et le plus important.

L'annonce des projets pilotes en juin correspondait à la deuxième étape d'un programme que le gouvernement avait approuvé à la fin de 1980. La planification de cette deuxième étape avait été effectuée au cours de la première étape du programme, lorsque 1,5 million de dollars ont été consacrés à diverses recherches sur l'industrie, le comportement et le système ainsi que quelques

Un cap important a été franchi en 1981 lors de la mise sur pied de comités consultatifs. Sous la présidence de M. Carl Beigle, le Comité consultatif de l'industrie a recruté ses membres auprès de compagnies et d'associations industrielles intéressées à la bureautique. Plus tard, le Comité des utilisateurs de la bureautique a été formé; il est présidé par M. Peter Meyboom, sous-secrétaire de la direction de la Politique administrative du Conseil du Trésor, et composé de hauts fonctionnaires fédéraux qui s'intéressent à la bureautique. Dès la fin de 1981, ce comité était devenu un forum où les vendeurs pouvaient discuter de leurs projets avec les ministères clients éventuels.

LES COMITÉS



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